

*From the Director*

## Paying Attention to What's Important: Our Customers

The end of 2004 and the holiday season are upon us—the busiest time of the year and a time to reflect. As we think about the people and things we're thankful for in our personal lives, I believe we would also be wise to remember some people in our professional worlds who deserve our appreciation—our customers.

As I look back over the last year, I am amazed at how far we in the Department of Administrative Services (DAS) have moved toward entrepreneurial management. We have resolved a long list of challenges—reorganizing staff, developing a new way to finance state government infrastructure and facilities costs, working with Customer Councils, rolling out the I/3 enterprise resource planning system, coordinating the Enterprise Infrastructure and Personnel study, administering the 2004 Early Out Program, improving printing operations, dealing with building problems, and fighting cyber security threats, to name just a few. Your efforts has made a difference!

On balance, however, it is important for us to realize that many of these issues have also made 2004 a tough year for our customers. A reasonable person could say that DAS has made waves that have caused consternation inside every single DAS customer agency. And yet our customers are still with us. I am especially grateful that they stuck with us through a difficult transition period.

Look at the Wall of Fame, and you will see clear evidence of a customer focus. That focus is going to get sharper in the year ahead. I hope you join me in looking forward to our collective opportunity to prove the benefits of those changes in 2005.

My very best wishes to all of you for a safe and happy holiday season and a successful 2005.

--Mollie K. Anderson

## DAS Business Updates

### **Mandatory Travel Planning Guidelines Eased**

In response to customer requests for greater flexibility, state government departments may, as of January 1, 2005, determine their own procedures and guidelines for their employees to follow when purchasing travel-related services from vendors. These may include using Internet resources, targeted small businesses, contracted travel agencies or any other travel agency the department selects.

The DAS exclusive contract with Short's Travel Management will expire December 31, 2004. DAS plans to implement new non-exclusive agreements with travel providers by that time to assist state agencies that wish to continue working with a contract provider.

To assure that you get the best prices for airline tickets and other travel services, check prices carefully. Use more than one source before you buy. State employees remain responsible for booking errors. DAS will distribute SAE accounting policy revisions shortly. The contact is Jeannette Chupp, (515) 281-6288.

**Collective Bargaining Negotiations Underway**

The DAS-HRE Labor Relations team has been preparing for biennial contract negotiations with each of the State's three unions. Focus groups were held with Executive branch managers and supervisors during September, 2004, to assist in developing the State's initial proposals. At this time, the State has exchanged initial proposals with all three organizations.

Formal contract negotiations begin December 10. Jim Hanks will serve as the State's chief negotiator for all three contracts, with members of the Labor Relations team assigned to fill second chair positions. Other executive branch departments also send representatives to serve on the management team. By law, negotiations are to be completed by March 15, 2005 for contracts that go into effect on July 1, 2005.

**Automatic Payroll Deduction (ADP) Program Restarted November 15**

Watch for information about the automatic payroll deduction (APD) program, administered by the DAS-HRE as required by H.F. 2622. This program allows state employees to authorize after-tax deductions from their paychecks to cover the cost of insurance not sponsored or endorsed by the State. Qualified vendors, who will have received letters of introduction from DAS, may contact state agencies directly to ask for opportunities to meet with employees during workday breaks or lunch periods. The contact is Ed Holland, (515) 242-6143.

**GSE Printing and Mail to Host Customer Appreciation Open House**

DAS Printing and Mail groups and business partner Iowa Prison Industries will host an Open House at the Wallace Building Copy Center on Tuesday, December 7. Mollie Anderson, IPI Director Roger Baysden, and AFSCME Local 35 President Bob Straker will join DAS staff to greet customers and share refreshments. The contact is Lise Melton, (515) 281-5050.

**New Anti-Spam Solution Launched**

Pure Message has been activated. This new anti-spam tool "scores" each incoming message for its likelihood of being SPAM, placing suspicious messages in end-user quarantine. Intended recipients will get an afternoon e-mail from Pure Message allowing them to accept or decline any quarantined items. Declined messages are automatically deleted after two weeks. See the FAQ at <http://das.ite.iowa.gov/documents/puremessageFAQ2.pdf> or call the Helpdesk at (515) 281-5703.

**Watch for Your W-2**

Yes, it will be in the mail. That's the word from SAE-Central Payroll staff, who are planning to have state employee Form W-2s printed and distributed in early January 2005. Form 1099s will be mailed to State vendors by the end of January 2005.

**News from the Enterprises****Another Successful Vehicle Auction**

GSE Fleet generated \$505,350 at its annual fall auction of used vehicles on November 13, 2004. Funds from the sale of 157 cars and trucks will help buy replacement vehicles next year. The contact is Dale Schroeder, (515) 281-7702.

**Custodian Teams Gear Up for January**

The custodial department is busy getting ready for Session in the Capitol by polishing floors, dusting all those light fixtures and cleaning carpets. Snow blowers are tuned up in anticipation of *you-know-what*, and winter gear has been distributed to the hardy souls who need it. Good luck to them and us!

**Staffing Changes in Professional Development Seminars (PDS)**

Daryl Frey has temporarily assumed the duties of Training Specialist, following the promotion of Lois Schmitz to a position in DAS-GSE. Melissa Karas from USA Staffing joined the PDS training staff on October 11 to fulfill the duties of Suzie Reicks, Administrative Assistant, while she is on maternity leave beginning in December.

**A Marketplace Services Success Story**

The ITE Infrastructure Services Team recently signed a service level agreement (SLA) with the Iowa Department of Human Services (DHS) to provide hosting services for their Medicaid Management Information System. The agreement is expected to generate some \$10 million in additional revenue for DAS-ITE over the next four years.

The SLA signals DHS's decision to award work to DAS-ITE formerly provided by an outside vendor. The agreement to supply additional marketplace services allows DAS-ITE to leverage resources for a live business continuity center. The new center will provide an increased level of system reliability and services for DHS and many other DAS-ITE customers. The contact is Russ Rozinek , (515) 281-4836.

**Inside the Department****Use the DAS Hiring Checklist**

A new hiring process checklist is now in place to guide managers in filling DAS positions. The checklist was designed to smooth the approval process and assure that critical needs of new employees are met in a timely fashion--obtaining needed office space, telephones, computers and other personnel-related requirements. Managers and supervisors who hire new employees are now required to use this checklist. The contact is Kathy Van Wey, (515) 281-7611.

**Progress on Claims Payment**

With assistance from managers in the Information Technology Enterprise, DAS Finance staffers Becky Price and Rachel Blake have made tremendous progress in processing financial claims for payment for ITE. In a four-week period, outstanding claims value dropped by 77 percent and the number of days to process a claim was reduced by nearly 50 percent. Congratulations to John Gillispie, Lorrie Tritch, Russ Rozinek, Mark Uhrin, Sharon Sperry and others in ITE who have contributed to this success!

DAS Finance has also been working to improve turnaround on payment of travel claims filed by staff within the Department. On average over a 5-week period in September and October, travel claims were paid in an average of just over 4 days! Thanks to staff submitting claims for taking the time to complete their claims accurately, DAS Finance will continue to perform at this standard. Thanks to Sue Kaili in DAS Finance for her work in achieving this high standard of performance for the Department.

**Finance Reorganization**

A minor December reorganization will continue changes started earlier in calendar 2004, aimed at better matching DAS finance resources and Department needs. Separate accounts payable and accounts receivable teams will be formed. A more formal structure for the CRM team will be defined. Team leaders will play a greater role in supervision of day-to-day activities.

Some staff duties have also changed. Julia Heil has moved to the accounts receivable team and will work closely with the CRM Team to implement the new billing system. Melody Mowery continues on the accounts payable team and will be handling many of the General Services Enterprise payable activities. Following a staff departure, Sue Kaili has moved temporarily into managing claims payment for vehicle dispatch. Rachel Blake, a temporary staff member, will manage payables for SAE, HRE, and DAS Core.

**Finance Team Hits Its Mark**

Finance completed the Generally Accepted Accounting Principles (GAAP) Report for FY 2004 on time, thanks to the hard work of budget analysts Julie Sterk, John Hove and Richard Blahnik. The Auditors have completed their audit of the GAAP Report and DAS has provided the information requested by the Auditor of State. Finance has also completed entering the FY 2006 and 2007 operations and infrastructure budgets into the new system *before the deadline*. A big thank you to all those who helped get the work done!

**I/3 Closes FY 2004**

The I/3 Team and AMS have successfully closed FY 2004 with the new I/3 system. The old IFAS system was a cash basis system; the I/3 System uses a modified accrual basis to calculate balances carried forward into FY 2005. Some variances resulted, but the new I/3 system provides a more accurate picture of FY 2004 ending balances.

**Marketing and Communications Team Completes Customer Satisfaction Survey**

DAS conducted its 2004 Customer Satisfaction Survey during August and September, with the goal to generate information that would provide clear and actionable opportunities for improvement to every DAS work unit. Customers rated their level of satisfaction with service provided by each DAS work unit and the level of importance they place on various service characteristics like timeliness of delivery and quality.

During coming weeks, your work unit manager will be reviewing details of the survey report with you. The Final Report will be available at the DAS website later this month.

**DAS-Wide Meetings Completed**

During October and November, DAS Director Mollie Anderson completed the first round of meetings to talk with employees about *Building a Customer Focused Department*. More than 350 of us met in one of fifteen small groups to discuss entrepreneurial management and what it means to us in our work.

The Training Committee scheduled these meetings to provide a forum for sharing information, and that is what took place. Following the discussions, notes from small group exercises are being returned to the respective enterprises and meeting evaluations are being summarized for the DAS Training Committee. The committee is working to identify training needs in the areas of customer service and core competencies that will help speed our collective ability to better serve customers.

Please forward any comments or suggestions to a member of the Training Committee and watch for new information about additional training opportunities. Members are: Patti Allen (DAS Core), Marianne Mickelson (DAS Core), Lois Schmitz (GSE), Daryl Frey (HRE), Maggie Owens (SAE), Brad Berg (SAE), Tera Harrington (GSE), Nancy Williams (GSE), Jim Day (DAS Core), Bruce Hupke (ITE) and Kevin Miller (ITE).

**Update DAS References in Iowa Code, Iowa Administrative Code**

If you write about or for the DAS, take special care to ensure that any legal references for DAS from the Iowa Code or Iowa Administrative Code (Rules) have been updated as follows:

The implementing statutes for the former agencies now comprising the DAS were Iowa Code chapter 18 for General Services, chapter 14B for Information Technology, chapter 19A for Personnel, and chapter 421 for Accounting. Chapters 18, 14B, 19A and the Accounting portion of 421 were rescinded with the creation of DAS effective July 1, 2003. The Iowa Code reference for the new department is chapter 8A. Chapter 8A replaces references to the other four chapters relating DAS entities.

Administrative rule citations were converted from their former numbering scheme with the old departments to agency number 11 for DAS. Personnel rules were formerly under 581, General Services was 401, Information Technology was 471 and Accounting was under Revenue and Finance's number 701. Rule chapters that the components of DAS had in common, such as Department Organization and Contested Cases, were consolidated under agency number 11 for DAS. For more information, contact Pat Lantz at (515) 281-8388.

## DAS People on the Move

### DAS-General Services Enterprise

- Glenda Banks, former CCM custodian, transferred to DHS as of November 19.
- John Ellis, former vehicle dispatcher in GSE Fleet, resigned as of November 4.
- Mary Fernandez, former custodian in CCM, resigned as of November 22.
- Susan Jordan joined GSE as a part time custodian on November 5.
- Rosalie Jordan joined GSE as a part time custodian on November 5.
- Lakeysha Jordan joined GSE as a part time custodian on November 5.
- Lois Schmitz was promoted from training officer 2 in DAS-HRE to executive officer 3 in GSE Purchasing as of October 8.
- Rob Thies, former mechanic in GSE Fleet, transferred to DOT as of December 3.
- Joseph VanSyoc joined GSE Fleet as a mechanic on October 21.
- LaVeda Weipert joined GSE as a part time custodian on November 5.

### DAS-Human Resources Enterprise

- Daryl Frey transferred to from HRE Program Delivery Services to the Employment Services area as an advanced personnel management specialist as of October 8.
- Bill West was promoted to public service executive 4, supervising HRE Employment Services as of October 8.
- MaryAnn Hills transferred from HRE Employment Services to supervise Program Delivery Services as of October 8.
- Todd Sadler joined HRE Employment Services as advanced personnel management specialist as of October 22.

### DAS-State Accounting Enterprise

- Christine Young was promoted to senior fiscal and policy analyst from IPERS on Sept. 24.

### DAS Core

- Colleen Jones was promoted to human resources technical assistant from DHS on September 24.
- Randy Clemenson, former IT administrator 2, transferred to DHS on September 24.
- Julyn Goodhue transferred to IPERS as of November 19.

### **Editor's Note**

Information for the next issue of the *DAS Difference* is due January 24, 2005 for a newsletter that will come out around February 3, 2005. Send information to the Marketing and Communications Team c/o Patti Walden Allen or to any of these DAS staff: Paul Carlson, Greg Fay, Dean Ibsen, Mark Johnson, Barb Kroon, Pat Lantz, Calvin McKelvogue, Lise Melton, Debbie O'Leary, Jan Olson, Tim Ryburn, Denise Sturm, Mark Uhrin, Lorrie Tritch, Kathy Van Wey, Russ Rozinek or Shirley Walker. *Thanks for reading!*